National Aeronautics and Space Administration

NASA SHARED SERVICES CENTER

Personnel Action Processing Transition Plan

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Approved by

<u>/s/ Kenneth L. Newton, for</u>
Joyce M. Short
Deputy Director

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Date

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Personnel Action Processing

Introduction

The National Aeronautics and Space Administration (NASA) created a shared services center to perform a variety of transactional and administrative activities currently performed at each NASA Center in the functional areas of: Financial Management (FM), Human Resources (HR), Information Technology (IT), and Procurement. The NASA Shared Services Center (NSSC) consolidated targeted activities into a shared services organization that reports to Headquarters (HQ) and is designed to achieve efficient and effective service, improve data quality, standardize processes, leverage skills and investments and economies of scale. NSSC will work collaboratively with Centers to meet their service needs via a Customer Contact Center (CCC). This will allow Centers to focus more time on their core work and strategic initiatives. Additionally, each Center will have a resident NSSC Center Liaison.

NSSC HR will play a role in the administration of the Personnel Action Processing (PAP) and Record Keeping function when the processing authority is transferred from the NASA Centers. This document outlines the scope, assumptions, and transition plan for these transactions.

Scope

NSSC has been tasked to support NASA in the administration and coordination of processing personnel actions for all NASA employees. The scope of work to be performed by NSSC and identified with PAP originates from HR sub-team deliberations and decisions distilled into the Performance Work Statement (PWS) for this activity. This statement is the starting point for defining the tasks and processes which will migrate, be created, or consolidated for performance at NSSC. The PWS is based on NSSC supporting the Agency's responsibility for PAP, and it defines the range of activities included in the PAP function for which support will be provided.

The functions performed by the NASA Centers will begin transitioning to the NSSC on January 6, 2008, and is projected to be completed on March 2, 2008. Once the transition is complete, NSSC will process personnel documents and maintain records in support of personnel transactions for the Agency. Customers for this work include all NASA employees. Stakeholders include all the NASA Centers, Agency Office of the Chief Financial Officer (OCFO) and HQ's Office of Human Capital Management (OHCM). Functions performed by each NASA Center for PAP will be consolidated at NSSC. NSSC will use the Code of Federal Regulations (CFR), Title 5, Office of Personnel Management (OPM) Regulations, Department of the Interior (DOI) guidance for the Federal Personnel Payroll System (FPPS), and NASA's regulations and guidance for processing personnel actions. The NSSC Service Provider (SP), with support from the Centers Human Resources Offices (HROs), processes all personnel transactions to produce updated:

> Senior Executive Service (SES) data
> SF 50s, Notification of Personnel Action
> Non-SF 50 data (e.g., data element changes, insurance, etc.)

NSSC(SP) will maintain all information, forms, and data that comprise the Official Personnel Folder (OPF). NSSC(SP) will establish, review, and maintain records on NASA Civil Servant (CS) personnel.

The range of PAP activities to be performed is described in the PWS as follows:

Personnel Action Processing and Related Records

The SP shall support HR transaction processing and related records to produce updated:
- SES data
- OPF data
- SF 50s (Notification of Personnel Action)
- Non-SF 50 data (e.g., data not recorded on SF 50 - Group Action Request Lists (GARLs) and awards documentation).

The SP shall follow the OPM regulations for personnel data input and output processing. Sources for these data processes include, but are not limited to: SF 50s, SF 52s (Request for Personnel Action), NASA employee information (i.e., Employee Express) or verification of documents.

With the implementation of the electronic Official Personnel Folder (eOPF), NSSC assumed responsibility for recordkeeping activities, with the exception of maintenance of performance files and medical records. Responsibility for these records is retained at the Centers. A Transition Plan and Service Delivery Guide (SDG) were developed previously, therefore, OPF recordkeeping is not included as part of this Transition Plan.

Transition Team

Transition is jointly carried out by the CS and SP team at NSSC. Additionally, others may be included to support specific aspects of the transition process. The transition team is identified below along with specific roles and responsibilities and by name, as appropriate:

Activity Transition Leads	Amy Alexander (CS)	Al Bryden (SP)	Coordinate transition planning and execution
Transition Specialists	Angela Hickman (CS)	Eileen Clarke (SP)	Develop and execute transition tasks; develop and map business processes; train staff in processes
OHCM Points of Contact	Tiffany Schuffert; Lisa Lessard		Provide policy guidance and serve as Subject Matter Expert (SME); help to manage stakeholder perceptions and expectations

Center Representatives	Stephanie King (GSFC); Ethel McLauglin and Mary Jo Waeltz (GRC); Deborah Allen (MSFC); Julie Barnes and Brenda Stuart (JSC); Jennifer Spence (SSC); Sandra Evans (DFRC); Mary Perez (ARC); Mary Erwin (LaRC); Yvette Coles and Walita Winslow-Wilkins (HQ); Marietta Tennison (KSC); Carolyn Plank and Sheryl Gates (MSFC Comp Ctr)		Validate business processes, transition plan, and communication strategy; assist in change management effort at their Centers; serve as SME on processes and tasks to support transition; and provide input in transition meetings
NSSC Liaisons			Center-level communication and change management to facilitate transition
Training Officers	Cassandra Clark (CS)	Jim Ong (SP)	Schedule classes, identify necessary knowledge transfer activities, and validate acceptable level of knowledge transfer as appropriate
Project Team Sponsors	Dan Mangieri (CS)	Michele Bergeron (SP)	Identify and plan resource requirements to support transition and execution of plans; help manage stakeholder perceptions and expectations; ensure areas of concern are addressed

Schedule

A detailed Project Plan has been established for this activity.   NSSC will transition the NASA Centers in four phases. This phased approach to transition follows the eOPF back-file conversion schedule. Processing actions for the NSSC has already started as part of a pilot in preparation for transition of the other Centers. The schedule for the remaining Centers is:

Phase	Center(s)	Effective Date of Actions*	Paperwork due to NSSC (on or before)
I	GSFC	Jan 20	Jan 11
II	SSC, DFRC, ARC, HQ	Feb 3	Jan 25
III	KSC, JSC	Feb 17	Feb 8
IV	GRC, LaRC, MSFC	Mar 2	Feb 22

If the effective date of the action is prior to the Center's effective date for transition, then the Center will process the action.

Phase I Centers - On January 4, 2008, NSSC will begin receiving backup documentation and actions with an effective date of January 20, 2008. Phase I Center HROs will complete processing and approvals of all requests with an effective date prior to January 20, 2008, to minimize the loss of pending actions during transition. All new requests for personnel actions, effective on or after January 20, 2008, should be forwarded to NSSC for action.

Phase II Centers - On January 18, 2008, NSSC will begin receiving backup documentation and actions with an effective date of February 3, 2008, or later. Phase II Center HROs will complete processing and approvals of any actions with an effective date prior to February 3, 2008, to minimize the loss of pending actions during transition. All new requests for personnel actions, effective on or after February 3, 2008, should be forwarded to NSSC for action.

Phase III Centers - On February 1, 2008, NSSC will begin receiving backup documentation and actions with an effective date of February 17, 2008, or later. Phase III Center HR Offices will complete processing and approvals of any actions with an effective date prior to February 17, 2008, to minimize the loss of pending actions during transition. All new requests for personnel actions, effective on or after February 17, 2008, should be forwarded to NSSC for action.

Phase IV Centers - On February 15, 2008, NSSC will begin receiving backup documentation and actions with an effective date of March 2, 2008, or later. Phase IV Center HR Offices will complete processing and approvals of any actions with an effective date prior to March 2, 2008, to minimize the loss of pending actions during transition. All new requests for personnel actions, effective on or after March 2, 2008, should be forwarded to NSSC for action.

Organization and Staffing

Appropriate staffing levels were determined based on volume of workload information presented in the contract technical exhibits and review of updated volume of work information.

Original Projection:

Number of transactions processed per year (SF 50s printed)	100,000/year
Number of SF 52s and group action requests	16,000/year
Number of SES transactions	2000/year
Number of Employee Express actions	41,567, FY 03
	32,199, FY 02
Additional Agency-unique actions (e.g., 900 Nature of Action Codes (NOACs))	
	20,000/year

Updated Projection:

Number of transactions processed per year excluding pay adjustments and awards (SF 50s printed)	36,736/year

Planning began in January 2007 with one NSSC(SP) and one NSSC(CS). An NSSC(SP) core team was established in June. This staff began training in July and will serve as the basic core team for Go Live.

The staffing numbers are shown below:

Personnel Required	Required	On Board	Pending
Service Provider (SP)	15	15	0
Civil Servant (CS)	2	2	0

Training and Qualified Personnel

Training has taken place to ensure that all NSSC personnel are operationally ready to execute the tasks supporting this function. NSSC(SP) is fully staffed and trained.

Together, the NSSC(CS) and NSSC(SP) staffs have many years of Federal HR and processing experience. Work experience is being supplemented with additional training. The SP training curriculum is outlined in Appendix C. The goal is to provide both subject matter knowledge, detailed process knowledge on routine activities and process execution on a day-to-day basis, and systems knowledge to provide familiarity with the tools to be used. The CS staff is trained to the appropriate level based on their current General Schedule (GS) grade. Other aspects of preparation are outlined below:

➢ NSSC Pilot. The SP began processing personnel actions in March 2007 for approximately 100 CS personnel at NSSC. This pilot is providing familiarity with systems, the opportunity to fine tune processes, and on-the-job training.

➢ Process Walkthroughs. One SME visited NSSC to provide assistance prior to transition and an invitation was extended to all to visit prior to, or immediately after, transition (e.g., when their actions are being processed and Released for Update (RLUPed) for the first time). Two face-to-face meetings with Center representatives were included in transition planning to allow walk-through of processes; the first being a basic overview and determination of the approach, the second involving a more specific process review. These walk-throughs allowed the NSSC to capture and apply more explicit and experiential types of knowledge, as well as define NASA-unique preferences, discuss operating agreements, business rules, and other elements that may contribute to customer satisfaction and timely processing.

➢ Documentation of Work Processes. Work activities are being documented in explicit detail. In addition to hard copy references, these materials will also be readily available to the NSSC team electronically.

➢ Collaborative Repositories. The Remedy Knowledge Management System is a repository of information for use particularly by the NSSC CCC personnel. It provides a standard taxonomy that makes it easy to search and find information.   The NSSC has version-controlled information such as the SDG in TechDoc and NSSC's electronic business library. Together these tools facilitate answering questions appropriately.

Communications Strategy

The NSSC Communication Strategy for the PAP and Record Keeping activity transition includes: face-to-face meetings, teleconferences, NSSC's Quick Reference Guide (QRG), an information-specific Web site, Transition Plan, Operational Readiness Review (ORR), and SDG.

NSSC(CS) and NSSC(SP) Managers are drafting and approving processes and policies which ensure decisions are made with input from all affected parties in relation to the activity transition. Meetings are held with the PAP Transition Team and Center Representatives, the transition specialists and the Activity Transition Managers, and key stakeholders as needed.

The following methods will be used to keep stakeholders and outside parties informed and involved in the transition process:

Stakeholder	Method of Communication	Frequency of Communication
Tiger Team & Center Representatives	Telecons	Intermittent through November 2007; Weekly beginning December 2007
	2 face-to-face meetings	Spring and Fall 2007
	Web postings, e-mails	As needed
NSSC Liaisons	Telecons	As needed
	Web postings, e-mails	As needed
	Face-to-face	As needed
HR Directors	Briefings and updates from Center POCs, OHCM, and NSSC Liaisons	As needed, beginning with HR Directors' Conference
NASA Employees	Newsletter, QRG, Employee Notice, Web postings	As needed
Project Sponsors	Project Status Meetings	Bi-weekly (Monday & Thursday)

As addressed above, all relevant activity transition information will be distributed to our stakeholders, customers, and NASA Centers to maintain clear and consistent communication.

Information Technology

Hardware systems and software are outlined in the following chart. The dependency on established Web sites and existing systems plays a vital role in the total process. The NSSC has a Customer Service Web site that will contain pertinent information including PAP guidance and reference materials, personnel action-related communications, and Service Delivery information relative to PAP. The Web site provides the ability for users to provide feedback through the "Contact Us" feature or via e-mail.

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
FPPS	PAP and related personnel records' database	User role	Web, FPPS
eOPF	Maintenance and filing of personnel actions for all NASA employees	User role and user support	Web, FPPS
TechDoc Management System	System creates electronic files from faxes, e-mails, or hard copy documents	User role	Remedy
Remedy	Supports NSSC internal activities, metrics, etc.	User role	TechDoc Management System
DOI FPPS Data Mart System	Data warehouse containing personnel data	User role	Web, FPPS
NASA Workforce Transformation Tracking System (WTTS)	Provides tracking and reporting of prospective NASA hiring actions, inter-center mobility, and losses	User role	Web

Processes and Procedures

Processes are being developed for the most frequently used NOACs based on an historical review. NSSC also looked at actions initiated by the Centers versus those that will be initiated by NSSC to determine which organization will exercise required approvals. An overview of processes and procedures are described in the SDG. A comprehensive description of supporting processes can be found in internal NSSC process guides, checklists, QRGs, TechDoc process flows, Remedy guide, and this Transition Plan. Significant training, including step-by-step instructions, is being accomplished with training scheduled through "Go Live." Checklists and other templates are being developed to facilitate operations.

Records Management

Requests for Personnel Actions will be received electronically through FPPS. The PAP Leads will monitor FPPS and forward actions to HR Assistants to process. After processing the action, FPPS will automatically flow the SF 50 into the eOPF.

For non-SF 50 data element changes, back-up documents will be faxed, mailed, or e-mailed to NSSC, and a Remedy ticket will be generated automatically for workflow management. All forms and supporting documentation sent to the NSSC for the PAP function will be processed by the NSSC Document Management Office. Each document will be electronically scanned, labeled, and filed into the Human Resources/PAP folder of NSSC's electronic library (i.e., TechDoc). The TechDoc repository is secure, and access to files is limited. This procedure will initiate a Remedy case number for the document, and the Remedy system will notify the appropriate personnel of the package receipt for processing and appropriate disposition. Records are maintained in the eOPF or in secure hard copy files in accordance with OPM's Guide to Personnel Recordkeeping and NASA

policy requirements. The Document Management Office complies with the Federal Guide for Recordkeeping as outlined by the National Archives and Records Administration (NARA).

Stakeholder Concurrence

Customers and stakeholders will continue to be provided the opportunity to comment on this Transition Plan, the SDG, and other key PAP documents prior to transition of the work. Comments will be tracked and disposition reported. OHCM will be consulted and requested to provide feedback and recommendations on process improvement and standardization activities. Efforts will be made to keep targeted customer and stakeholder groups informed of transition activities and status.

Lessons Learned

Lessons learned during the NSSC Pilot and the transition activity have been, and will continue to be, incorporated into NSSC written guides and procedures as they are refined and implemented. The pilot has provided us the opportunity to test our in-house procedures for tracking actions, moving supporting paperwork, and identifying efficient methods of obtaining key information needed for processing actions. It illustrated the need to ensure HROs conduct data clean up prior to transition and the requirement to use WTTS. Center HROs and HQ have been consulted; lessons learned at the NSSC(CS) HRO have also been incorporated into processes and procedures. Centers have shared checklists and other information with NSSC. The NSSC processes, written guides, and procedures will continually be refined, taking into consideration lessons that will be learned over the next 12 months.

Assumptions

The Transition Plan was based on the following assumptions:

- NSSC(CS) will appoint an Activity Transition Manager (ATM) responsible for all aspects of the transition of functions to the NSSC, including planning, coordinating, communicating, training, ORR, and scheduling.

- Each Center HRO and HQ will appoint a Point of Contact (POC) or Center Representative to work with the Implementation Team for PAP during the planning and implementation phases.

- Sufficient NSSC staff will be hired and in place with adequate time to prepare and train for the transition of the process.

- IT will be in place to ensure workstations and connectivity to all needed systems, such as FPPS, Remedy, and WTTS.

- NSSC will not have access to the Position Description Management (PDM) System by the implementation date of January 6, 2008. For all appointment actions, Centers will attach the Position Description (PD) Cover Sheets and enter all pertinent information into WTTS required to process the action. For other actions, the PD Cover Sheet will be faxed to the NSSC or may be e-mailed from the PDM System.

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- Center HROs and NSSC are in partnership in performing the Servicing Personnel Office (SPO) function.

- Centers/HQ HROs will continue all processing functions effective prior to their implementation date. All pending actions must be completed before transfer of the function.

- Centers/HQ HROs will continue to maintain the authority of "Approving the Action" (i.e., Legal Approval (LGAP)) for actions related to pay determinations, staffing, classification, and adverse actions that are stated in the SDG.

- OHCM will delegate authority for RLUP of all actions to NSSC in accordance with approved procedures.

- OHCM will delegate authority for LGAPing actions initiated by NSSC and those listed in the SDG.

  o Centers are responsible for initiating the SF 52 in FPPS for actions listed in the SDG, as well as providing the supporting documentation through WTTS or to the TechDoc management system, via fax, e-mail, or mail.

- Timely receipt of actions and supporting documentation is critical for timely action processing. Centers will adhere to established cut-offs. Delays in receipt of information may delay the processing of actions.

- NSSC(SP) staff develops requirements and procedures for using Remedy, TechDoc, and Document Imaging as part of the process.

- OHCM ensures that Center HRO staffs understand their roles and responsibilities under this program.

- NSSC(SP) will undergo a pre-ORR, prior to the actual ORR, for transition of work to the NSSC.

Recommended Transition Plan

Milestones	Complete Not Later Than
First face-to-face	April 24, 2007
Review/clarify scope definition	May 23, 2007
Determine roles and responsibilities	May 23, 2007
Contact/visit other shared services benefits centers (i.e., Navy, CSC)	May 23, 2007
Develop Project Plan & Schedule	May 31, 2007
Review deliverables to determine processes needed and other requirements	June 21, 2007
Identify required resources/skills	June 30, 2007

Milestones	Complete Not Later Than
Determine actual training needed	July 10, 2007
Start training	July 24, 2007
Second face-to-face	September 25-27, 2007
Map business processes	September 30, 2007
Complete acquisition of staff	October 9, 2007
Develop and promulgate Transition Plan for comments	October 15, 2007
Develop and promulgate communication change management strategy for comments	October 18, 2007
Identify turnover activities required	October 31, 2007
Develop and promulgate SDG for comment	November 6, 2007
Define how problem/incident/escalation management will be handled	November 7, 2007
Risks identified and mitigation strategies developed	November 15, 2007
Complete staff training	November 22, 2007
Define Remedy requirements	November 26, 2007
Preliminary Operational Readiness Review	November 29, 2007
Identify Web site changes needed	November 30, 2007
Web site updates completed	December 7, 2007
FAQs, Quick Reference Guides completed	December 11, 2007
All plans (transition, comm., SDG) final and posted	December 11, 2007
Final Operational Readiness Review	December 11, 2007
Completion of NSSC Pilot	December 31, 2007
Go Live Phase I activities	January 20, 2008
Centers identify all pipeline actions	January 4, 2008
Go Live Phase II activities	February 3, 2008
Centers identify all pipeline actions	January 18, 2008
Go Live Phase III activities	February 17, 2008
Centers identify all pipeline actions	February 1, 2008
Go Live Phase IV activities	March 2, 2008
Centers identify all pipeline actions	February 15, 2008

Responsibilities

OHCM Responsibilities:

▪ Delegating the authority to LGAP and RLUP "Requests for Personnel Action."

▪ Interpreting policy and providing guidance on new laws or NASA-specific guidance.

▪ Making decisions regarding resolution of issues concerning NOACs or Legal Authority Codes (LACs).

▪ Delaying all appointments, transfers, and re-instatements until the second pay period of the new year, after the pay adjustments have been processed.

▪ Developing suggested criteria to be placed in "offer letter" for use by Centers.

- Providing guidance in determining submission timelines for actions (e.g., one pay period prior to effective date or other).

- Defining information that must be included in WTTS and disseminating to Center HROs.

NSSC HR Responsibilities:

- May 2007/March 2008 - NSSC will implement Communication Plan strategies including:

  - Conducting teleconferences with HROs and OHCM representatives to analyze processing issues and approval authority.
  - Coordinating transition requirements with the Centers.

- April 2007/September 2007 - Developing process flows, desk procedures, and quality measures.

- June 2007/December 2007 - Continuing to make changes and/or updates to SDG and other process documentation as necessary.

- August 2007/December 2007 - Training NSSC staff in using OPM Guides and NASA OHCM Guidelines, FPPS, etc. See Training Plan, Appendix C.

- March 2007/March 2008 - Coordinating with Centers to validate outstanding issues.

- January 2007/December 2007 - Developing a Project Plan, Communication Plan, Transition Plan, SDG, Desk Guides, and identifying and mitigating risks associated with this function.

- Establishing a process for expedited actions forwarded to the NSSC once Go Live is implemented.

NASA Center Responsibilities:

- Providing NSSC with Name, Social Security Number, Effective Date, NOA, and LAC, Legal Authority Description, and Pay Determination on those actions that require this as stated in the SDG.

- Providing special instructions in the "Notes Field" of the SF 52 in FPPS.

- Providing information relative to how processes are currently being performed.

- Reviewing and providing timely feedback on Desk Guides, SDG, and Transition Plan.

- Sharing Center best practices.

- Identifying POCs and/or Center Representative for coordination.

- Discontinuing use of Center-specific processes of personnel actions and beginning to use new business processes.

- Referring all inquiries regarding PAP to the NSSC CCC.

- Completing data input into WTTS in a timely manner.

- September/December 2007 – Providing a listing of outstanding problems associated with this function transferring to NSSC in January 2008 and partnering with NSSC in designing contingency plans for these issues.

- January/April 2008 -Providing feedback to the NSSC through stabilization.

- New Hire original documents are forwarded to NSSC by the employee. All other original documents (not sent by the employee to NSSC) are forwarded to NSSC via mail service. Original documents include forms, such as beneficiary and appointment affidavit, for example. In addition, WTTS allows multiple documents to be attached. These include the PD Cover Sheet, Offer Letter, and Resume.

- December 2007/March 2008 - Continue to work with the NSSC to ensure accounting for all pending actions.

- Maintaining FPPS route paths.

- Continue processing actions with an effective date prior to the Center's implementation date.

- Continue to maintain the authority for approving the action (LGAP) in accordance with HQ policy and the operating agreements defined below.

Competency Center Responsibilities:

- Include NSSC in routing paths for Centers for initial transition. Assist NSSC in maintaining FPPS routing paths.

- Represent NSSC in all FPPS User Group Meetings and maintain liaison responsibilities with DOI.

- Act as representative to the FPPS user group.

- Forward Daily Runs to NSSC(SP) for processing.

- Develop data reports necessary to track and analyze processing statistics.

Operating Agreements

- NSSC will be the final destination for each routing path. Actions that must be returned to the Center will be returned to the last person in the routing path prior to NSSC.

- NSSC Close of Business submission deadlines will be 7 p.m. Central Standard Time (CST).

- For Center LGAPed actions, NSSC will verify the accuracy of data entered by Centers, except for NOAC, legal authority, legal authority description, pay setting (i.e., determining pay plan, grade, step, and salary), and classification.

- Late actions will not be back dated unless allowed by OPM or Agency policy. If an action cannot be processed as desired due to late submission, NSSC will work with the Center/HQ HRO to determine a new effective date. Centers will work with customers on submitting actions timely.

- NSSC will initiate and LGAP all correction actions and will keep an audit trail to include coordination with Center when necessary (e.g., NOAC, pay, LAC).

- Centers will manage Not to Exceed (NTE) actions (NTE report will be made available by the NSSC for this purpose). NSSC will monitor system-generated actions. If Center does not initiate an extension, NSSC will process the resulting action (e.g., Change to Lower Grade from Promotion NTE, Return to Duty, and Termination-Expiration of Appointment).

Checklist

Checklists to facilitate the effective and efficient processing of requests are valuable job aids and are an integral part of the training process. The checklists will be included in the NSSC(SP) desk procedures and will include the following and others as may be deemed necessary:

- Instructions for using Remedy and TechDoc

- Personnel/Payroll Processing timelines

- Desk Procedures for the most frequent NOACs

- Requirements to support non-SF 50 Transactions

- Job aids for:
    o Flexibility Act
    o Service Computation Dates (SCD)
    o Verifying Calculations of Pay Determinations
    o Veterans Preference (Vet Pref)
    o SCD for Retirement, Reduction in Force (RIF), and Leave

Technical

Contact Center

All contact with the NSSC is handled through the CCC. The NSSC CCC is a disciplined approach to the management of customer interactions for timely resolution of customer issues, timely follow-up and feedback on outstanding issues. The NSSC CCC handles phone calls, e-mails, and online communications. Staff will be trained in all aspects of shared services necessary to respond to customer inquiries. This includes Contact Center systems training, customer service training and overview training in the PAP functional area. The CCC is the front end of service delivery. The CCC is structured around teams that have ongoing access to a knowledge management tool and to a knowledge manager (guardian) for assistance with customer inquiries. It is expected that approximately 80% of routine calls and requests for information will be handled in the CCC. The CCC has procedures in place to handle non-routine contacts that may require immediate elevation (warm handoff or Remedy ticket as appropriate) to the PAP team.

The NSSC CCC can be reached via phone, fax or e-mail. Each call, fax, or e-mail will initially be assigned as a "Level I" case. The CCC will make every effort to answer the inquiry, and a Remedy ticket will be opened for all inquiries. In the event a question cannot be answered by the CCC, the case will be routed to "Level II," which is the HR Division SP. Inquiries that are complex in nature and require interpretations of laws or regulations will be routed to "Level III," which is the Human Resources Division CS, and will be coordinated with OHCM as necessary.   CCC information is as follows:

E-mail: nssc-contactcenter@nasa.gov

Fax: 1-866-779-6772

Phone: 1-877-NSSC123 (or 1-877-677-2123)

Document Imaging

All incoming documents will be received into the NSSC Document Imaging department where they will be scanned, electronically filed, and routed to the HR team.

All submissions should include a separate HR Submittal/Transmittal form for each employee's document package. The submission may be sent to the NSSC as follows:

E-mail: nssc@nasa.gov

Fax: 1-866-779-6772

Mail: NASA Shared Services Center
Attn: Human Resources Division SP
Building 5100, Standby Road
Stennis Space Center, MS 39529

Note: Any information sent to the NSSC that could personally identify an individual must be encrypted to follow established security procedures for control and safeguard.

Remedy

Remedy is a workflow management and reporting tool that is used for tracking requests, inquiries, and other work that comes into the NSSC. Remedy Help Desk tickets are created to track, manage, and report on interactions through the NSSC CCC. Remedy Change Requests are created to track, manage, and report on work or action items that come to the NSSC through other means. Each ticket has a unique identifying number that is used as a reference. When actions are completed, customers are contacted and tickets are placed in a resolved status. Only NSSC employees have access to the Remedy Change Management and Help Desk System.

Risks

Our goal throughout transition planning and execution is to anticipate possible risks to successful transition and performance of PAP at NSSC. We would like to identify and reduce risks so as to require the least amount of remediation possible. Our goal is not to identify all possible risks in the chart below but only those that could have the most significant impact.

Description of Risk	Probability	Cost	Schedule	Performance
Risk 4681: Personnel Action Processing will be impacted if eOPF is delayed	2	0	0	3
Risk 4682: Unusually high volume of expedited actions received within a pay period	3	0	0	3
Risk 4686: FPPS data integrity	3	1	0	2
Risk 4687: Lack of consistent use of WTTS by the Centers	3	0	0	3
Risk 4718: High volume of eOPF inquiries to Contact Center	2	0	0	2

4681 Mitigation:	OHCM has instructed the Centers to validate records as the scanning vendor makes them available. Partner with OHCM to put controls in place to ensure compliance
4682 Mitigation:	Cross train Benefits personnel to process PAP when required. Arrange a standing approval for overtime when required
4686 Mitigation:	Continue the current activities to maintain current level of integrity as follows: (Daily validation is done on key FPPS elements with each file that is brought into the Personnel Data Warehouse (PDW) then the results are sent to all key Stakeholders/HR POCs at the Center and Agency level.) Develop a plan to incorporate the above process to include validation of the corrections after transition
4687 Mitigation:	Partner with OHCM to ensure Centers populate WTTS appropriately
4718 Mitigation:	Cross train Contact Center staff to handle eOPF inquiries

Risk Matrix						
Probability	5					
	4					
	3		4686	**4682** **4687**		
	2		4718	4681		
	1					
		1	2	3	4	5
	Consequence					

Probability of Occurrence
1	**Very Low**
2	**Low**
3	**Medium**
4	**High**
5	**Very High**

Consequences
1. Minimal to no impact
2. Acceptable impact with no change in approach
3. Acceptable impact implementing workarounds
4. Major impacts in technical, cost or schedule
5. Total work Stoppage

Note that the implementation of WTTS enhancements significantly reduced the risk of not having the supporting documentation needed to process actions.

Appendix A. Acronyms and Abbreviations

ARC	Ames Research Center
ATM	Activity Transition Manager
CC	Competency Center
CCC	Customer Contact Center
CFR	Code of Federal Regulations
CS	Civil Servant
DOI	Department of the Interior
DFRC	Dryden Flight Research Center
eOPF	Electronic Official Personnel Folder
FM	Financial Management
FPPS	Federal Personnel Payroll System
FY	Fiscal Year
GARL	Group Action Request List
GPPA	Guide to Processing Personnel Actions
GPR	Guide to Personnel Recordkeeping
GRB	Government Retirement & Benefits Assist
GRC	Glenn Research Center
GS	General Schedule
GSFC	Goddard Space Flight Center
HQ	Headquarters
HR	Human Resources
HRO	Human Resources Office
IT	Information Technology
JSC	Johnson Space Center
KSC	Kennedy Space Center
LAC	Legal Authority Code
LaRC	Langley Research Center
LGAP	Legal Approval
MSFC	Marshall Space Flight Center
NARA	National Archives and Records Administration
NASA	National Aeronautics and Space Administration
NOA	Nature of Action
NOAC	Nature of Action Code
NSSC	NASA Shared Services Center
NTE	Not to Exceed
OCFO	Office of the Chief Financial Officer
OHCM	Office of Human Capital Management
OPF	Official Personnel Folder
OPM	Office of Personnel Management
ORR	Operational Readiness Review
PAP	Personnel Action Processing
PD	Position Description
PDM	Position Description Management
POC	Point of Contact

PWS	Performance Work Statement
QRG	Quick Reference Guide
RIF	Reduction in Force
RLUP	Release for Update
SCD	Service Computation Date
SDG	Service Delivery Guide
SES	Senior Executive Service
SF 50	Standard Form 50, Notification of Personnel Action
SF 52	Standard Form 52, Request for Personnel Action
SME	Subject Matter Expert
SP	Service Provider
SPO	Servicing Personnel Office
SSC	Stennis Space Center
Vet Pref	Veterans Preference
WTTS	Workforce Transformation Tracking System

Appendix B. Relevant Points of Contact

NSSC(CS)
Chief, Human Resources Division

Dan Mangieri
NASA Shared Services Center
Building 5100
Stennis Space Center, MS 39529
Phone: 228-813-6008
E-mail: daniel.w.mangieri@nasa.gov

NSSC(SP)
Human Resources Service Delivery Division, Functional Manager

Michele Bergeron
NASA Shared Services Center
Building 5100, Room M221A
Stennis Space Center, MS 39529
Phone: 228-813-6036
E-mail: michele.t.bergeron@nasa.gov

Appendix C. Service Provider's Training Curriculum

Orientation
Systems Orientation
Personal Awareness
Safety Training
Customer Service
Telephone Doctor
Overview of Personnel Processing & Benefits
        (History, CFR, GPPA, GPR, OPM, Flexibility Act, Compensation)

Coding Personnel Actions
On-the-job Training (OJT) Personnel Processing (Ongoing)
NASA Employee Benefits
Determining Veteran Preference & Cal Service Computation Dates
Government Retirement & Benefits (GRB) Software
FPPS Data Mart (DOI)
FPPS (DOI)
eOPF
WTTS

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National Aeronautics and Space Administration

NASA Shared Services Center

Building 5100
Stennis Space Center, MS 39529-6000
www.nssc.nasa.gov

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